



Portland General Electric
121 SW Salmon Street · Portland, Ore. 97204

January 22, 2021

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street, S.E.
P.O. Box 1088
Salem, OR 97308-1088

RE: Advice No. 21-01, NEW Schedule 307, Residential Bill Assistance Program

Portland General Electric Company (PGE) submits this filing pursuant to Oregon Revised Statutes 757.205 and 757.210, and Oregon Administrative Rule (OAR) 860-022-0025, for filing proposed tariff sheets associated with Tariff P.U.C. No. 18, with a requested effective date of **February 15, 2021**:

Twenty Fourth Revision of Sheet No. 1-2
Thirty Fourth Revision of Sheet No. 1-3
Original Sheet No. 307-1
Original Sheet No. 307-2

At its November 3, 2020 public meeting, the Public Utility Commission of Oregon adopted Staff's recommendation in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers. On November 5, 2020 the Commission issued Order No. 20-401 in Docket No. UM 2114, Investigation into the Effects of the COVID-19 Pandemic on Utility Customers formally approving Staff's recommendation.

The purpose of this filing is to implement the Residential Bill Assistance Program consistent with Commission Order No. 20-401. The Order directs Utilities to establish a program to identify and manage residential customer arrearages associated with the COVID-19 pandemic to proactively assist residential customers prior to resuming disconnections and prevent bad debt accumulating on utility accounts.

PGE presented the Residential Bill Assistance Program to Staff and Stakeholders at the December 17, 2020 workshop. Based on feedback from that workshop, PGE revised its proposed programs and presented them at a workshop it held on January 11, 2021. Staff is aware that PGE is submitting and requesting an expedited review to get this filing on the February 11, 2021 public meeting agenda and requesting an effective date of February 15, 2021.

To satisfy the requirements of OAR 860-022-0025, PGE responds as follows:

Schedule 307 does not increase, decrease, or otherwise change existing retail rates or have anything other than a de minimis impact on revenues.

Due to the requested effective date and the less than 30-day notice, PGE is also submitting an application requesting a waiver of legal statutory notice, pursuant to ORS 757.220 and OAR 860-022-0020.

Please direct questions to Stefan Brown at (503) 464-7805 or Mary Widman at (503) 464-8223. Please direct all formal correspondence and requests to the following email address pge.opuc.filings@pgn.com

Sincerely,

\s\ Robert Macfarlane

Robert Macfarlane
Manager, Pricing and Tariffs

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SCHEDULE 307
RESIDENTIAL BILL ASSISTANCE PROGRAM

PURPOSE

The purpose of this schedule is to implement the Residential Bill Assistance Program consistent with Commission Order No. 20-401. The Order directs Utilities to establish a program to identify and manage residential customer arrearages associated with the COVID-19 pandemic to proactively assist residential customers prior to resuming disconnections and prevent bad debt accumulating on utility accounts.

The program may identify and waive residential arrearages at an initial total amount of \$17,557,000. This amount represents one percent of the Company's 2019 Oregon retail revenues, not to be increased without prior Commission approval.

AVAILABLE

In all territory served by the Company.

APPLICABLE

This program is only available to Residential Customers.

ELIGIBILITY

The PGE Bill Assistance Program will be eligible to Residential Customers at least 31 days in arrears.

ENROLLMENT

Eligible Residential Customers may enroll in a bill assistance plan by calling PGE Customer Service, Monday through Friday, 7 a.m. to 7 p.m. at 503-228-6322 or 800-542-8818 or enroll through an online form for selected programs, if the Customer has an email associated with the account.

BILL ASSISTANCE OPTIONS

Several options are available to assist Residential Customers manage bills regardless of account status. The program's intent is to help customers catch up on past due balances or get reconnected if they've been disconnected for non-payment. Programs are designed to match Customer payments anywhere from a one-time match up to a match for 12-months. The maximum amount of bill assistance per Customer is \$1,000 for all programs combined, including Customer Assistance. All programs will be available for a limited time based on funding availability. Programs are outlined below:

SCHEDULE 307 (Concluded)

BILL ASSISTANCE OPTIONS (Continued)

1. 50/50 Plan – One-time Company bill payment to match Customer payment of an equal amount. To qualify, the Customer must be at least 31 days past due on payments. The Company match will not leave a credit on the Customer account.
2. Payment Match –Three-month Company bill payment plan to match Customer payments of equal amounts. To qualify, the Customer must be at least 31 days past due on payments. Matching stops after three months or when total account balance reaches \$0.
3. Extended Match Program – Company bill payment plan to match Customer payments for up to 12 months. Customer must enroll in a Time Payment Arrangement (TPA) plan, up to 24-months, to match payments up to the first 12 months of a TPA. To qualify, the Customer must be at least 31 days past due on payments. Matching stops after 12 months, when total account balance reaches \$0 or if the Customer is disconnected.
4. Customer Assistance – One-time Company bill payment, up to \$500, to help Customer get current on their balance. This assistance will be made available to Customers who are unable to make matching payments. This assistance will also cover any remaining Customer balance after receiving energy assistance, up to \$500. Customer Assistance funds will not leave a credit on the account. The Company will allocate no more than 10% of total funding available to this program.
5. Reconnect Assistance – One-time Company bill payment matching Customer payment to reconnect disconnected Customers. Company will also offer enrollment in TPA plan up to one year. Customers that used one of the other options previously are eligible.

SPECIAL CONDITIONS

1. The Company will defer and seek recovery of all associated program costs not otherwise included in rates in accordance of Commission Order No. 20-376.
2. Additional programs or adjustments to the programs listed above may occur as we develop experience in operating these programs, upon Commission approval.
3. In addition to the reporting requirements outlined in Commission Order No. 20-401, the Company will provide quarterly reporting on the amount of assistance that has been provided and the number of customers enrolled by program, including cost to operate the program. Additional reporting may be provided as determined by the Commission.

TERM

The duration of this program is through December 31, 2022, until the Company reaches the spending limit, or until the Commission closes the program.